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Enthusiastic response to new readers' advisers' course 'Rewarding reading'



*Core business is fun! Readers' Advisers at the
Bateman's Bay Rewarding Reading Course November 2004*

Commissioned by the Country Public Libraries Association South East Zone and funded by the State Library of NSW, a new train-the-trainer course for readers' advisers has met with an enthusiastic response from participants. Here's a selection from their comments:

'Benefits of reading, appeal characteristics, experience of reading — big eye opener for me. I left the first day feeling extremely inspired.'

'I found day-one really interesting — I wasn't sure what to expect, but I have been pleasantly surprised. Already my mind is ticking over with ideas and suggestions that I can take back and use in my library.'

'Best day I've had in ages. Very enjoyable and informative. Given me great ideas and enthusiasm.'

'I have been inspired way beyond my expectations.'

'Enjoyed seeing how other libraries promoted themselves. Picked up various ideas that I would like to

use where I work.'

'The advice on customer service gave me many new ideas to improve our library's service.'

'Learnt so much, hopefully will never have that 'sinking feeling' again when asked a difficult question.'

'Rewarding Reading' was developed by Ian McCallum and Sherrey Quinn from consultancy company Libraries Alive!, and delivered to 50 readers' advisers at courses conducted late last year at Goulburn, Bowral and Bateman's Bay in South East New South Wales.

Comprehensive trainers' and participants' handbooks have been produced to support wider distribution of the course content. Topics covered include dealing with reader expectations, lifting library value, communicating with readers, benefits of reading, competitive pressures, providing advice to readers, information sources, tools, techniques and promotion.

Further information: Ian McCallum
02 6257 9177. ■

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